



## CONTACT US OR MAKE A REPORT

[manitoba.ca/health/protection](https://manitoba.ca/health/protection)



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# PROTECTION FOR PERSONS IN CARE

## INFORMATION FOR RESIDENTS, PATIENTS AND FAMILIES

### WHO SHOULD MAKE A REPORT?

Anyone who has reason to believe abuse or neglect occurred, or is likely to occur, is legally required to report these concerns as soon as possible.

### IS MY LOVED ONE PROTECTED IF I MAKE A REPORT?

Action cannot be taken against someone who reports abuse or neglect in good faith. This includes residents, patients, family members or health facility staff. Disciplinary action by a health facility as a result of reporting abuse or neglect is not allowed.

The law also protects caregivers and others who work with persons in care against malicious or false reports of abuse and neglect.



**All reports of abuse and neglect made to the PPCO remain confidential. You may also report anonymously.**

If you are concerned about an incident that happened outside of a licensed health care facility, please contact Manitoba 211 for resources closest to you or your local law enforcement.



## ABOUT THE ACT

The Protection for Persons in Care Act (PPCA) is a law that helps protect adults from abuse and neglect while receiving care in **personal care homes, hospitals** or any other **designated health facility**. The Protection for Persons in Care Office (PPCO) is responsible for receiving and investigating reports of alleged **abuse** or **neglect** under the PPCA.

### The PPCO is NOT:

- An advocate for the health care facility or patient/resident
- An emergency service
- A community resource
- An investigative body for community concerns



## WHAT IS ABUSE?

- the use of physical force resulting in pain, discomfort or injury,
- the intentional causing of emotional or psychological harm,
- sexual contact, activity or behaviour between a patient and an individual in a position of trust,
- non-consensual sexual contact, or theft or destruction of a patient's property

## WHAT IS NEGLECT?

An act or omission that:

- is mistreatment that deprives a patient/resident of adequate care, adequate medical attention or other necessities of life or a combination of any of them; and
- causes or is reasonably likely to cause:
  - death of a patient,
  - physical or psychological harm to a patient, or
  - a significant loss to the property of a patient/resident

## WHERE ELSE TO TURN?

We encourage you to express your concerns about services such as meals and recreation opportunities to the facility's management team. When in doubt, the PPCO is your resource. Please call us.



## WHAT HAPPENS AFTER A REPORT IS MADE TO THE PPCO?

After receiving a report of suspected abuse or neglect, the PPCO will contact you to determine if a more extensive investigation is required. If the report moves to investigation, an investigator is assigned and contacts the patient/resident or their legal decision-maker (if applicable), the facility, and all other parties involved to inform them of the investigation.

The investigator requests all relevant information from the health facility and may want to meet with or gather statements from people who could have information about the reported incident.

Everyone has the right to be heard.

**For the Safety of Persons in Care**